

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

Leaders cooperate and coordinate with the other governments in the MRCOG region.

Leaders work together for the good of the community.

Program Strategy:MAYOR'S OFFICE

38501

Provide leadership to implement City legislation and policies to ensure accessible and efficient services to the residents of Albuquerque.

Department: MAYOR'S OFFICE

Service Activities

Mayor's Office

Strategy Purpose and Description

The purpose of the Mayor's Office is provide effective leadership necessary to improve the service quality to Albuquerque residents, businesses, and visitors on a continuous basis and in the most cost effective manner possible.

Changes and Key Initiatives

The Mayor's Office continues to place emphasis on improving all City services, especially public safety services, improving the efficiency of government, and collaborating strongly with City Council to meet the needs of the Albuquerque community.

Priority Objectives

Input Measure (\$000's)

2001	110	110 GENERAL FUND	737
2002	110	110 GENERAL FUND	716
2003	110	110 GENERAL FUND	483
2004	110	110 GENERAL FUND	502
2005	110	110 GENERAL FUND	728

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Citizen Satisfaction with Quality of Life in their respective Neighborhoods.	Citizen Perception of Quality of Life in Neighborhood (mean on 5 point excellence scale with 5 being excellent, 4 very good, 3 good, 2 fair, 1 poor. determined through annual Citizen Perception of Community Conditions Survey.)	2001			3.9	
Citizen Perception of Quality of Life in their respective Neighborhood		2002			3.9	

**Citizen Satisfaction
with Quality of Life in
their respective
Neighborhoods.**

2003 tbd

2004 tbd

2005 tbd

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: MAYOR'S OFFICE

Department: **MAYOR'S OFFICE**

Service Activity: Mayor's Office

3810000

Service Activity Purpose and Description

The purpose of this service activity is to provide accessible leadership to city residents, employees and regional neighbors of the City of Albuquerque, and to encourage ideas, civic discourse, and inclusion for the entirety of the city's diverse population.

Changes and Key Initiatives

Emphasis is being placed on helping citizens learn more about the services of the City of Albuquerque and how they operate by communicating regularly and directly with them and providing informational and transactional services to customers via the City's web site.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	716
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Strategic Accomplishments

None

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Constituent inquires per month□	2003	500			redefined in January 2002 and tracked via a database of citizens' calls.
	2004	500			redefined in January 2002 and tracked via a database of citizens' calls.
	2005	500			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Percentage initial responses to constituents queries in 24 hours.	2003	100%			
	2004	100%			
	2005	100%			